

City of Rockford Wellness Center

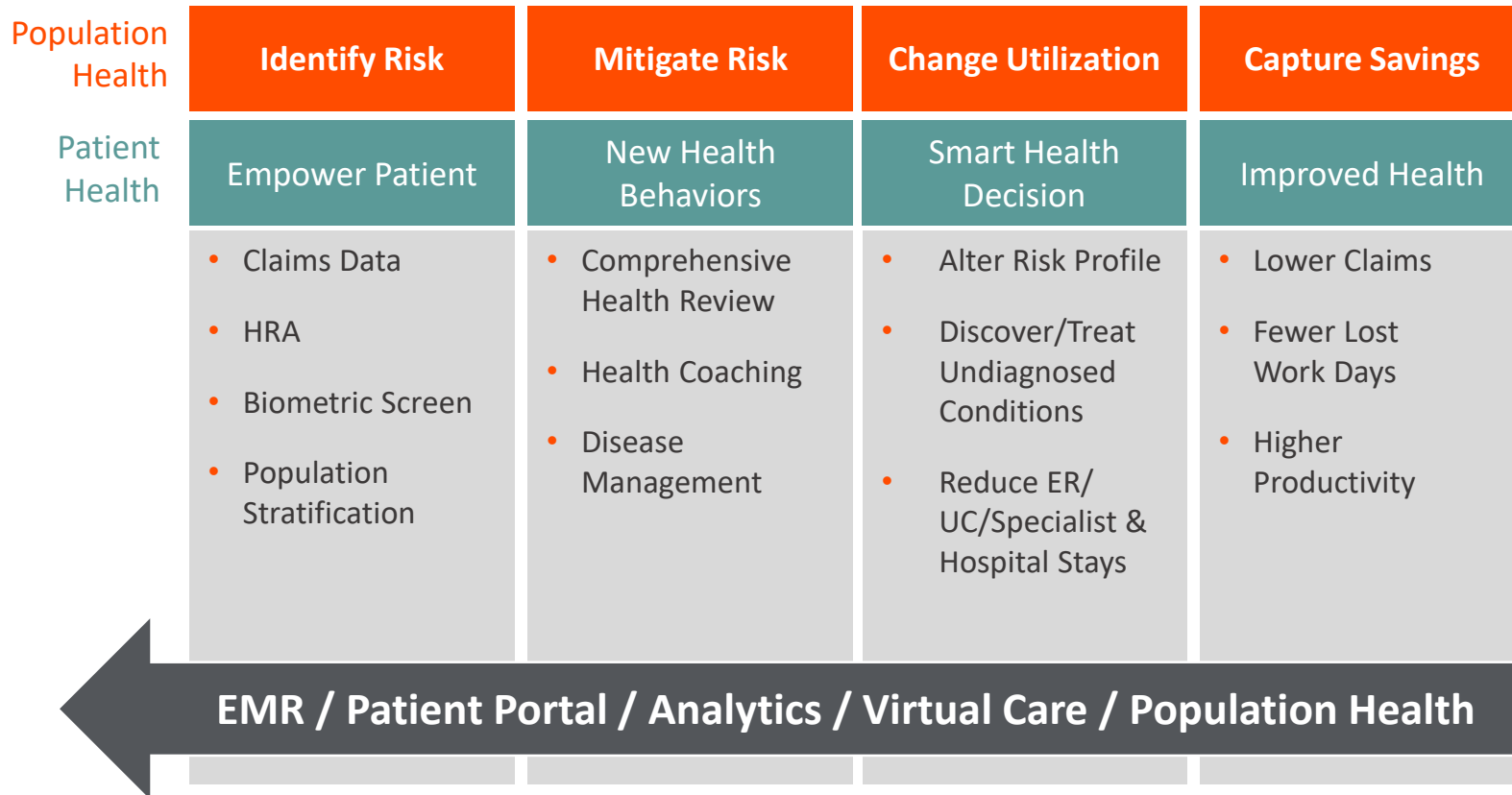
Year 6 Review



December 7, 2020
Lauren May, Account Manager

Driving Value One Patient at a Time

Marathon Health's Model of Care



Year 6 Highlights: Sept 2019 - Oct 2020

Engagement

- 77% employee engagement in Year 6 (762 unique patients); a 13% increase over last year

Programs

- Completed 30+ various programs, events, and challenges over the year

Health Outcomes

- Achieved 12 out of 12 high risk & chronic health improvement targets

Patient Satisfaction

- 93% patient satisfaction over the year, surpassing 90% five years running

Cost Savings

- Actual claims paid were \$23M below projection over the past six years for an aggregate ROI of 4.1.
- Employees with 1+ coaching visits average PMPY claims costs were ~\$3500 less than those who did not have a coaching visit

CoR Wellness Center Team



(left to right) Anthony Sikora, FNP, Rose Ebert, MA, Marisol Cardenas, MA, Karly Dobson, MA, and Dr. Dave Bolger, DO

Current State Services

- In-center lab, medical, coaching and occupational health services
- Additional option of virtual telephonic and/or video care
- COVID triage, medical management, & return to work guidance
- COVID PCR and Rapid POC testing at center
- Outreach and programs to inspire continued health progress and wellbeing

‘This visit is during the strangest time of most of our lives. The fact that Marathon responded quickly with telephone visits where possible is much appreciated’



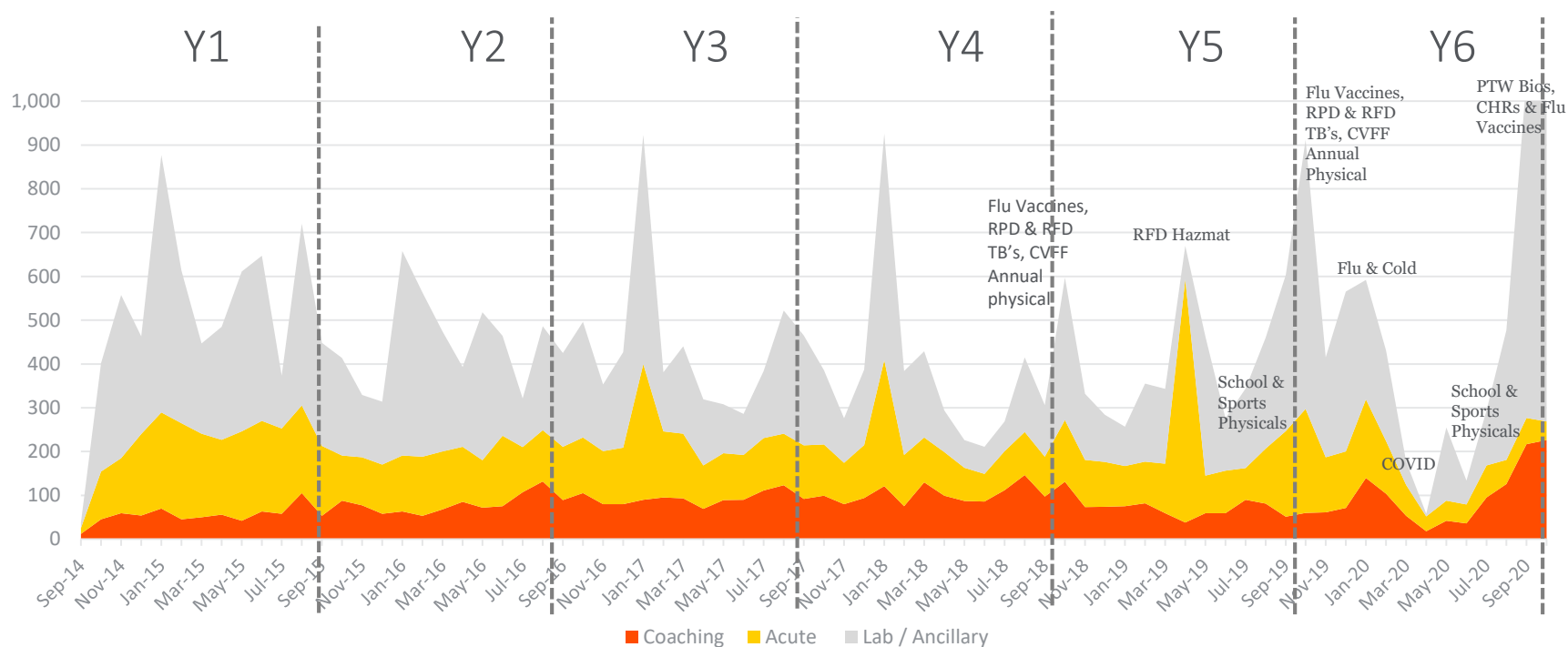
Virtual Medical Care Available

‘During outreach I spoke with a patient about COVID-19 and her experience through the pandemic. She talked about her inability to see people due to being high risk. We talked about how we were feeling and how we were coping. She set up a health coaching with Anthony and has had multiple visits since that initial call.’

Volume Trend by Service Type

6 Year Trend for Volume of Care delivered at COR Wellness

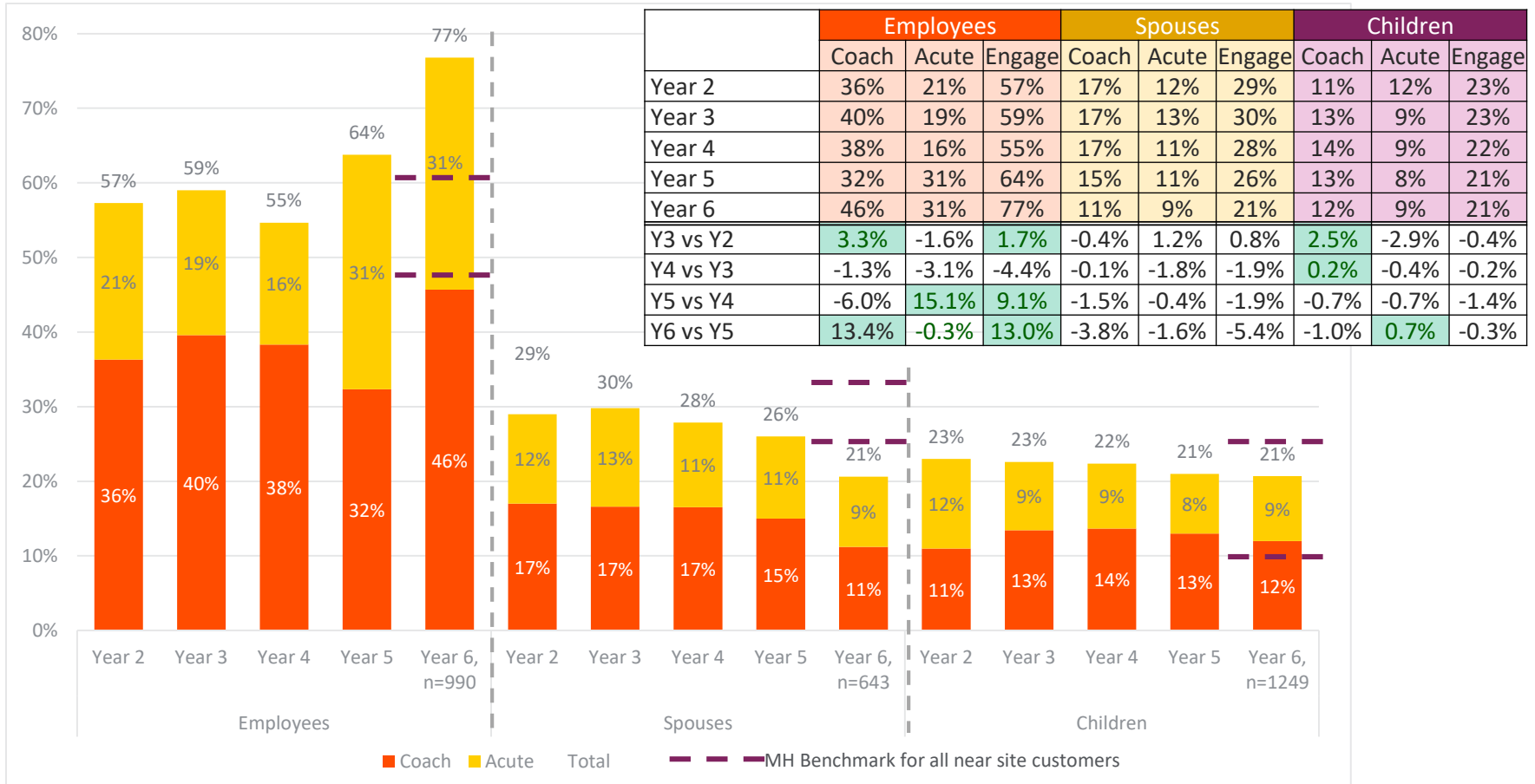
Average Monthly	Coaching	Acute	Labs
Year 1	58	182	313
Year 2	81	121	245
Year 3	93	138	211
Year 4	102	113	161
Year 5	73	155	194
Year 6	85	98	218
Y2 vs Y1	38%	-33%	-22%
Y3 vs Y2	16%	14%	-14%
Y4 vs Y3	10%	-18%	-24%
Y5 vs Y4	-29%	37%	21%
Y6 vs Y5	17%	-37%	12%



- Despite COVID, the CoR Wellness Center experienced a **17% increase in average coaching visits** and a **12% increase in labs** from Oct 2019 to Sept 2020

Engagement by Member Type

Eligible members with at least one coaching or acute visit in past 18 months from Sept of applicable year

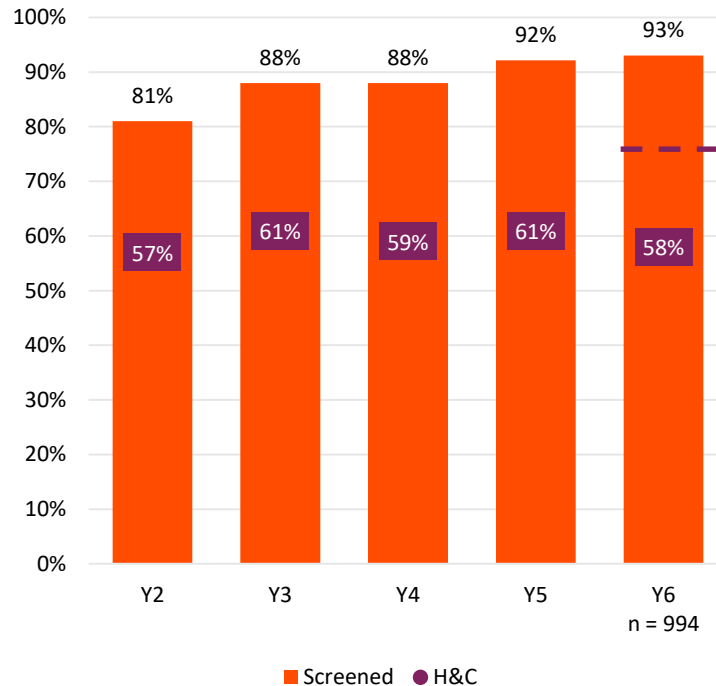


- **13% increase in employee engagement in Yr6 with a significant rise in coaching**
- Surpassed MH BOB benchmark for overall engagement for employees
- Focus on additional opportunities to engage employees & spouses in general and all groups in coaching

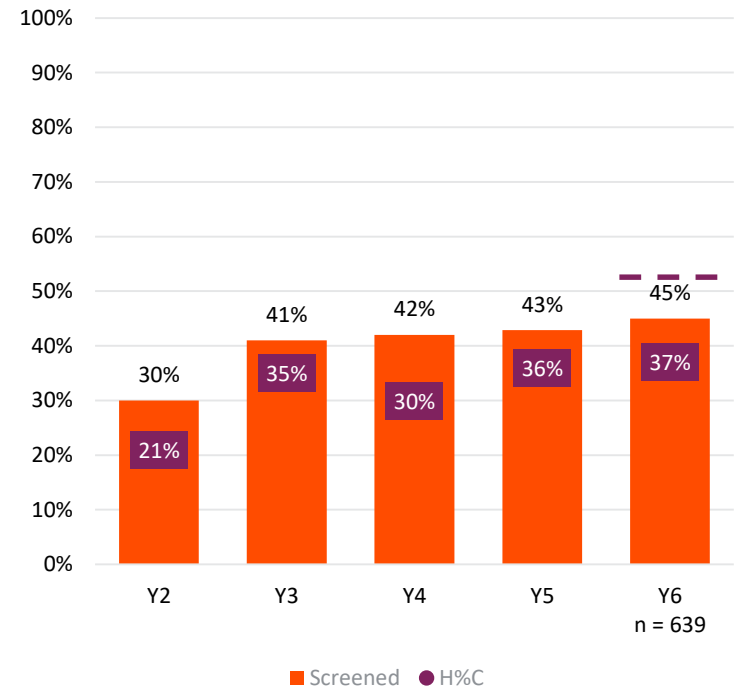
Screening & Risk Identification

Go-Live through October 2020

Employees



Spouses



--- Marathon Health BoB for Near-site customers for Screening

- Year 6 shows **small uptick screening rate from last year for both employees and spouses**
- Above the MH BOB for employee screening but below for spouses
- Active outreach to H&C within these populations to engage in coaching & health programming

Prevalence of Risk Factors and Chronic Conditions

Observed Prevalence – Not Matched Cohort

Data ending Oct, 2020

Above MH Benchmark

80+% of MH Benchmark

Below 80% OF MH Benchmark

Risk Factor/Chronic Condition	Data Source	# with risk factor/disease	2020 Sample Size	2020 High Risk %	MH Benchmark
Biometric Risk Factors					
Obesity (BMI) >=30	Screening	407	849	47.9%	39.5%
Blood Pressure >=(140/90)	Screening	171	914	18.7%	14.2%
Cholesterol >=240, >=160, <40/50	Screening	300	733	40.9%	39.1%
Chronic Conditions					
Hypertension	Claims/Clinic	254	973	26.1%	26.0%
Metabolic Syndrome	Claims/Clinic	205	973	21.1%	13.0%
Depression	Claims/Clinic	63	973	6.5%	11.4%
Asthma	Claims/Clinic	89	973	9.1%	10.1%
Diabetes	Claims/Clinic	64	973	6.6%	9.7%
Coronary Artery Disease (CAD)	Claims/Clinic	22	973	2.3%	3.4%
Chronic Bronchitis (COPD)	Claims/Clinic	13	973	1.3%	1.8%
Congestive Heart Failure (CHF)	Claims/Clinic	7	973	0.7%	1.0%
Lifestyle and Other Risks*					
Poor Sleep	HRA	401	795	50.4%	42.1%
High Stress Levels	HRA	179	796	22.5%	30.9%
Physical Inactivity	HRA	184	791	23.3%	30.7%
Poor Eating Habits	HRA	171	716	23.9%	22.8%
Alcohol Abuse	HRA	256	787	32.5%	22.4%
Tobacco Use	HRA	168	833	20.2%	13.7%
Employment Issues	HRA	35	690	5.1%	7.3%

*Lifestyle and other risks use the high/moderate ranges and benchmarks for comparison are based on entire Marathon Health patient population at moderate thresholds for risk.

- Top risk factors with highest deviation from benchmark: Obesity, Blood Pressure, Metabolic Syndrome, Poor Sleep, Alcohol Abuse, and Tobacco use
- 2021 CoR Engagement plan to be built around these specific risk factors to inspire improved health outcomes

Center Promotion

- Promotion Goals
 - Inform and Inspire
- Channels of Communication
 - Email – both MH and CoR
 - Webinars, Voice-over and Video
 - Flyers, Magnets & Stickers
 - Word of Mouth
- Engagement Tactics
 - Health Challenges
 - Lunch & Learns
 - CoR Incentives
 - Prizes & Giveaways
 - Collaborate with CoR Sponsored Events
 - Onsite Pop-ups and Meet & Greets



Events and Programs

Sept 2019 – Oct 2020

Sept '19	Oct	Nov	Dec	Jan	Feb	March
<ul style="list-style-type: none"> • CoR Wellness Fair • School & Sports Physicals 	<ul style="list-style-type: none"> • Walktober Walking Challenge • PTW Flu Shots and Biometrics 	<ul style="list-style-type: none"> • Mens Health Month Video • Center Services Video 	<ul style="list-style-type: none"> • Maintain Don't Gain Holiday Wellness Challenge • Mini-Mindfulness Series • AFSCME Incentive 	<ul style="list-style-type: none"> • Ready, Set Go Exercise Program • Inbody Promotion • CoR/OI Open House 	<ul style="list-style-type: none"> • CoR Blood Pressure Pop Ups 	<ul style="list-style-type: none"> • Launch of Virtual Services • COVID Awareness Content w Voice Over
April	May	June	July	Aug	Sept '20	Oct
<ul style="list-style-type: none"> • COVID Awareness Content w Voice Over 	<ul style="list-style-type: none"> • COVID Awareness Content w Voice Over • Step into Spring Walking Challenge 	<ul style="list-style-type: none"> • School & Sports Physicals • Hunger Lunch & Learn • Center Services Reminder 	<ul style="list-style-type: none"> • School & Sports Physicals • Tobacco Cessation • Inbody Reminder 	<ul style="list-style-type: none"> • School & Sports Physical • Skin Cancer Seminar 	<ul style="list-style-type: none"> • School & Sports Physicals • Sleep Challenge and Lunch & Learn 	<ul style="list-style-type: none"> • Walktober Walking Challenge • PTW Flu Shots and Biometrics • Flu Clinics • Treat Yourself Campaign

*items in orange designate programs that were able to be delivered virtually

Year 6 Health Outcomes

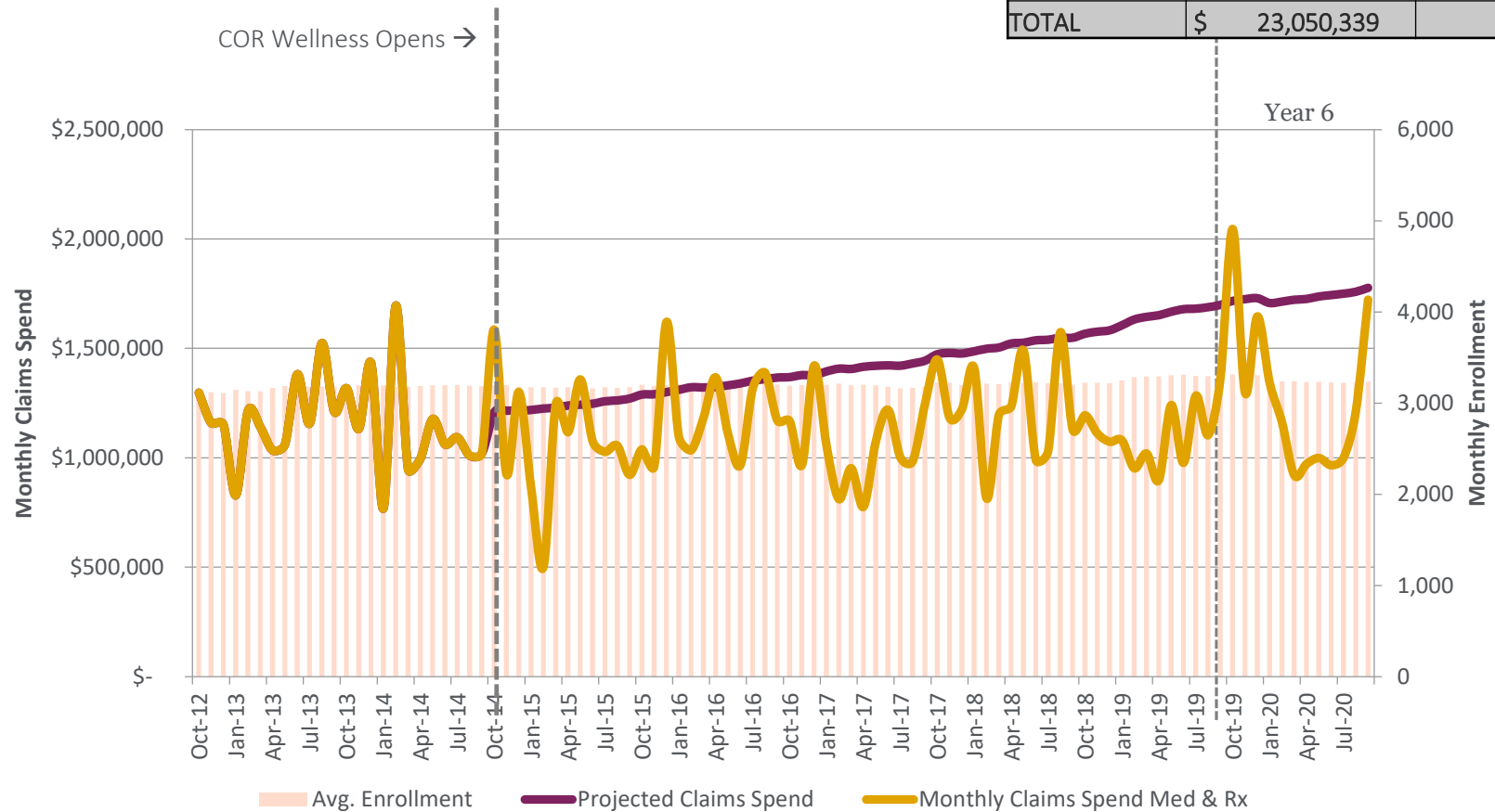
Biometric Category	Will achieve the following results	Participants Outside Normal Range	Participants with Progress or Normal	% of Participants Successful	Marathon Benchmark
Systolic Blood Pressure (≥ 140)	Reduce by 12 mmHG or below threshold	63	38	60.32%	40.00%
Diastolic Blood Pressure (≥ 90)	Reduce by 5 mmHg or below threshold	77	53	68.83%	40.00%
Glucose (> 100)	Reduce by 15% or below threshold	130	34	26.15%	15.00%
Total Cholesterol (> 200)	Reduce by 10% or below threshold	156	42	26.92%	15.00%
LDL Cholesterol (≥ 160)	Reduce by 10% or below threshold	43	21	48.84%	15.00%
HDL Cholesterol (M: < 40 , F: < 50)	Increase by 10% or above threshold	142	69	48.59%	15.00%
Triglycerides (≥ 200)	Reduce by 20% or below threshold	72	23	31.94%	15.00%
Body Mass Index (≥ 25)	Reduce weight by 5% or BMI below threshold	486	44	9.05%	5.00%
Smokers	Quit for at least 90 days	75	26	34.67%	5.00%
Condition	Will achieve the following results	Participants with Condition	Participants who achieved results	% of Participants Successful	Marathon Benchmark
Diabetes	Average Hemoglobin A1C < 7.5	42	9	21.40%	15.00%
Diabetes	Standard of Care (5 out of 6) * Annual Foot Exam * Annual Eye Exam * Annual Influenza * Pneumococcal Vaccine * Hepatitis B Vaccine * Self Glucose Monitoring or A1c Exists	42	34	81.00%	75.00%
Asthma	Standard of Care (5 out of 7) * Annual Influenza * Spirometry Result * Pneumococcal Vaccine * Use of Inhaled Corticosteroids * Medications Appropriate for Severity * Asthma Action Plan * Use of short acting bronchodilator	68	52	76.50%	75.00%

Exceeded 12 out of 12 targets for health improvements in Year 6

Claims Trend Analysis – Total Medical & Rx Paid

6.5% Projected Inflation (Per PwC Commercial Sector Benchmark)

	Annual Savings	ROI
Year 1	\$ 1,859,541	2.13
Year 2	\$ 1,654,173	1.94
Year 3	\$ 4,212,502	4.89
Year 4	\$ 3,422,923	3.80
Year 5	\$ 6,379,600	6.70
Year 6	\$ 5,521,601	6.12
TOTAL	\$ 23,050,339	4.29

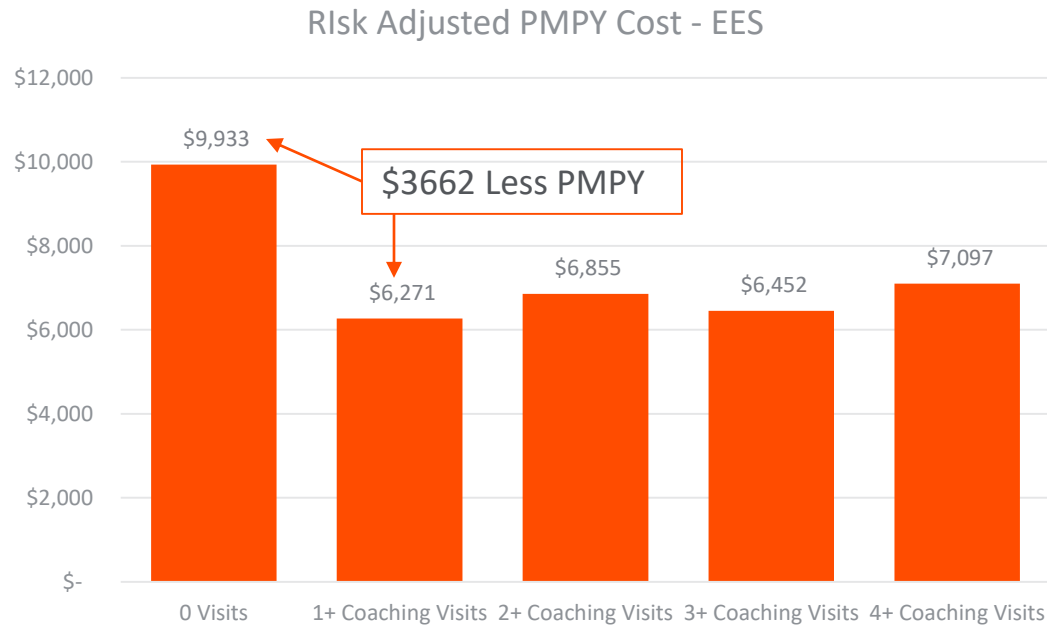


- Positive ROI since year 1 for total claims analysis
- **Year 6 coming in at \$5.5M in annual savings with a 6.12 ROI**
- Cumulative average of 4.29 ROI over the six years

Coaching Matters: PMPY Cost by Visit Frequency

Claims: October 2019 through September 2020

Visits: October 2018 through September 2020



Visits: Oct 2018 - Sept 2020	Avg. Mbrship w Claim(s)	Avg. Age	Average Risk Score	PMPY Delta - Unadjusted	PMPY Delta - Adjusted	Estimated Gross Savings
0 Visits	264	42.6	1.7			
1+ Coaching Visits	410	44.5	1.56	-42%	-37%	\$ 1,501,054
2+ Coaching Visits	188	45.9	1.62	-34%	-31%	\$ 577,482
3+ Coaching Visits	110	47.1	1.86	-29%	-35%	\$ 383,631
4+ Coaching Visits	69	48.1	2.21	-7%	-29%	\$ 195,631

Individuals with 1+ coaching visits cost \$3662 less than those who have not had a coaching visit

Patient Feedback

- Love the staff. They were able to get me in last minute. I was diagnosed and will be able to go to work tomorrow. **Had I not gotten in, I would have had to take a sick day tomorrow.**
- The doctor was respectful and knowledgeable. **The doctor made me feel like my health is important and that he was advocating for my best interest.**
- I felt very valued as I came in not really knowing what was going on with me. The doctor took the time to hear about all of my symptoms, asked great questions, and let me know what the whole process would look like. **I've never had such a comprehensive doctors visit!**
- Easy to get in for appointment. **I was on a tight time schedule and everything went smoothly and quickly.**
- My visit today **was very organized, and we were able to move through the process quickly** (occupational health visit).



Looking Ahead: 2021 and Beyond

- Continue to support COVID management
 - Testing, vaccine, triage, RTW, etc
- New patient portal and EMR
 - Easy to use UI, updated reporting and outreach capabilities, ease of use for clinicians
- Explore opportunities for supplemental services
 - Preventative wellness services, physical therapy
- Increase coaching engagement
 - Communicate importance & benefit. Weave into PTW incentive & programing and extend to spouses
- Focus engagement plan on top risk factors and cost drivers
 - Obesity, blood pressure, sleep, smoking, alcohol, cancer, musculoskeletal

